



Internet/Web Service Offerings

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Internet/Web Service Offering Descriptions:

In today's business market organizations must provide service and product information to a large customer base. To achieve this goal, businesses have moved to Internet/web technology as a solution to their marketing and automation needs. The Department of Technology Services (DTS) offers a number of services that can provide solutions to meet the business needs of our customers.

Shared Web Hosting Service:

In a shared hosting environment, multiple customers share the same server for their web hosting needs. The server hardware, operating system, web software, and network connectivity are maintained by the DTS, while content and customer applications are maintained and supported by the customer. This service provides an economical solution to customers who have simple web hosting needs and where the customer's business requirements do not demand a dedicated environment. Statistical reports are available upon request for a standard fee.

Shared Web hosting Highlights

- An economical solution for simple web hosting needs.
- Ability to scale a solution to the customer's business needs.
- The DTS is physically secured from the general public to provide extra security .
- Base storage of 250 MB with 10 GB of data transfer per month.
- IP addresses and DNS registration are provided (for ca.gov, state.ca.gov, cahwnet.gov domains only).
- Performance monitoring and alerting functionality.
- Backup/Restore offsite storage for data recovery.
- Anti-Virus protection.
- Restricted FTP access for content management.

Shared SQL Hosting Service:

This service allows multiple customers to share a single server with their own instance of an SQL database. This service provides an economical solution to customers who have a need for an SQL database, but do not have business requirements that demand a dedicated database environment. The server hardware, operating system, web software, SQL software, and network connectivity are maintained by the DTS, while content, customer applications, and database administration are maintained and supported by the customer.

Shared SQL Hosting Highlights:

- An economical solution for customers who need access to SQL.
- Ability to scale a solution to the customer's business needs.
- The DTS is physically secured from the general public to provide extra security.
- Base Storage of 100MB (over 100MB storage requires a dedicated SQL server).
- Anti-Virus protection.

Assigned Internet Web Hosting Services:

An Assigned Internet Hosting Service provides a dedicated web environment for a customer. In a dedicated hosting environment, a customer leases an entire web server from the DTS for their use. The server hardware, operating system, web software, and network connectivity are maintained by the DTS, while content and customer applications are maintained and supported by the customer. This service provides various options for customers with business requirements needing a dedicated environment. We can also provide for customized web hosting environments based upon the specific technical requirements provided by our customers. Standard statistical reports are available for a standard fee.

Assigned Internet Web Hosting Highlights:

- An economical option for customers who require a dedicated web environment.
- Ability to scale the solution to the customer's business need.
- The DTS is physically secured from the general public to provide extra security.
- IP addresses (limit 3 addresses per server) and DNS registration are included (for ca.gov, state.ca.gov, cahwnet.gov domains only).
- Performance monitoring and alerting functionality are included.
- Backup/Restore offsite storage for data recovery are included.
- Anti-Virus protection.
- Restricted FTP access for content management.

ListServ / Internet Mail Distribution Service:

The H DTS's ListServ/Internet Mail Distribution Service provides the customer with the capability to send out email notifications to a large number of recipients. This service allows you to provide members of an organization with workgroup collaboration, notification of upcoming events, or important news items. ListServ allows you to modify and customize your distribution lists to fit your particular business needs. The server hardware, operating system, web software, and network connectivity are maintained by the DTS.

ListServ/Internet Mail Distribution Highlights:

- Solution for customers who need to make email notifications to a large number of recipients.
- Ability to manage and personalize your list.
- Ability to control distribution and subscriptions to mailing list.
- The DTS is physically secured from general public to provide extra security.

VeriSign® Digital Certificates:

The DTS provides their customers with the ability to request Secure Server IDs. This service provides a means to establish the identity of the server users are trying to interact with over the Internet. Once the user verifies the identity of the server, communication between the user and the target server is encrypted. As a VeriSign® Corporation Registered Authority (RA) for on site administration of 128-bit domestic server certificates, the DTS has the ability to administer, install, configure, renew and revoke certificates. The ability to quickly respond to a customer's request to revoke certificates provides extra security, should there be a compromise in the client's secure server ID.

VeriSign® Digital Certificate Highlights:

- VeriSign® Digital Certificates (VeriSign® is the industry leader).
- A solution for customers whose business requirements call for secure transmissions.
- Ability to scale a solution to the customer's business needs.
- The DTS is physically secured from the general public to provide extra security.

Internet Design and Development:

The DTS offers a variety of consulting services to provide Internet service support. Our Internet Services (ISU) team provides application development support for Microsoft environments, infrastructure support for a variety of web software like Microsoft Internet Information Services (IIS) 4.0 and 5.0, and Microsoft Front Page 2000 for installation, and web site setup. In addition, Internet Services staff can also provide middleware assistance for the installation and configuration of IBM's WebSphere Application Server software, and assistance in establishing web communication transmissions to data sources like SQL, Oracle, Informix, and DB2. Customized statistical reporting is available for customers who require additional information not contained in our standard monthly statistical reports.

The ISU team is also available to make recommendations for solutions to a customer's particular business needs.

Internet Design and Development Highlights:

- Application Development in Microsoft environments.
- Ability to scale a solution to business needs.
- Infrastructure support for a variety of web software.
- Knowledgeable staff to assist with developing solutions to meet specific business needs.

SecureTransport:

SecureTransport Server is a security product that allows the secure transfer of sensitive data files among DTS internal or external subscribers. Our SecureTransport server acts as a hub for automating secure data file transfers between you and your business partners' internal systems as well as external systems located outside the DTS network via Internet connections. SecureTransport also provides services for the processing of data files and automated transfers.

SecureTransport Highlights:

- Allows the transfer of data files among DTS's internal or external customers securely, using an inexpensive method and the public internet.
- Acts as a hub for automating secure data transfers.
- Enhances secure end-user connections.
- Provides strong levels of authentication, and data encryption.
- Enables the reliable delivery of very large files .

WebSphere:

WebSphere Application Server is a Java-based web application server that helps you install and manage applications ranging from small to large web sites. It is J2EE-compliant and provides a portable web deployment platform for Java components, XML and web services, that can interact with databases and provide dynamic web content.

WebSphere Highlights:

- Ability to scale according to transaction requirements.
- Two tier architecture for increased security.
- Ability to host multiple applications.
- Allows for application clustering.

Roles and Responsibilities

DTS Responsibilities

The DTS has extensive experience in hosting web sites and web applications, and can provide our customers with detailed project cost estimates and project plans for implementation.

Internet Services technical support staff will provide the best possible solution to meet our customers needs. Once a solution is identified by our staff and approved by the customer, the DTS installs and configures web services to standards established by the DTS.

The DTS provides maintenance and support of web services once your site is up and running. Support and maintenance includes IIS patch installation and maintenance of the DTS standard web services configuration. Maintenance and support agreements become void if the standard configuration of web software has been modified without prior consent of the DTS Internet Services Unit.

Customer Responsibilities

The customer is responsible for providing a detailed project document that outlines the purpose, objectives, and business requirements of the project. The purpose of the project document is to obtain the type of information necessary to determine an appropriate solution. In addition, depending upon the complexity of the hosting requirements the customer may be required to provide additional design and architectural documentation. The additional design and architectural documentation will be at the discretion of the ISU. If ISU determines that there is a need for additional information ISU will provide an outline for these requirements. Once the project document is approved by the DTS Internet Services manager, the customer receives a draft service request document that provides language regarding the agreed upon services, scope of work and estimated project costs. After the customer reviews and approves the draft service request document, the customer submits an official service request to the DTS Internet Services unit to initiate the agreed upon work.

Any Modifications, Additions, or Changes (MAC) will be initiated through a MAC request initiated by the Internet Services Manager. The customer notifies the DTS Internet Services Manager of the requested MAC, and the Internet Services Manager provides a draft document that specifies the MAC, and the costs associated with the request.

Once the customer reviews and approves the MAC request, the Internet Services Manager updates the official service request to reflect the MAC.

The customer is responsible for the support and maintenance of all web applications that are not under the maintenance and support of Internet Services. In addition, all content and data is the responsibility of the customer.

Joint Responsibilities (DTS and Customer)

The DTS works with the customer to provide information that will assist the customer to develop a solution that fits within the standard data center environment.

The DTS's ISU currently only provides support and maintenance of Microsoft S-IIS 4.0 and 5.0 software that has been installed and configured by the ISU internal staff. In addition, any change to the original ISU standard web software configuration voids the DTS's ISU support and maintenance. Additional charges will apply if the ISU staff is required to reconfigure or reinstall web software to standard configurations.

Service Offering Customer Startup Checklist

- Initial meeting with appropriate DTS Internet Services representatives to determine scope and nature of request.
- The customer submits an Internet Services project data sheet. The data sheet can be found on the DTS Intranet site under Internet Services Service Request Process. Depending upon the complexity of the request, the DTS Internet Services may also request that the customer respond to a design questionnaire.
- The customer reviews and approves draft service request language and project cost estimate provided by the Internet Services Manager.
- The customer submits an official service request with agreed upon language and cost estimates for service.

Customer Administration Duties Checklist

- Coordinates with DTS Internet Services on any MAC requests.
- Maintains web content.
- Thoroughly test new web content and code prior to uploading to production.
- Maintains log file storage to a minimum of 20 MB.
- Maintains user accounts on any web applications.
- Coordinates any modifications to standard web software configuration with DTS staff.
- Maintains and supports web applications that are not standard to Internet Services environment.

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Getting Help

The DTS Service Desk is staffed 7 days a week, 24 hours a day. They can be contacted by calling (916) 739-7640.

DTS Service Desk Process

- The customer's Help Desk contacts the DTS Service Desk.
- An incident ticket is opened and routed to the appropriate business area if not immediately resolved.
- DTS staff will work to resolve issue and update incident ticket.
- The Service Desk keeps the customer updated with the incident status.
- When incident is resolved, staff from the business unit working the incident will notify the Service Desk.
- The customer is notified about ticket resolution, and the ticket is closed if the customers has no additional concerns.

Escalation Process

The following individuals should be contacted in the order they are listed to escalate a trouble ticket that has not been satisfactorily resolved:

Rich Hall, Manager, Service Desk	(916) 739-7605
Chris Nwakobi, DTS Internet Services Manager	(916) 464-4117
The DTS Customer Delivery Division	(916) 454-7225
Ron Onodera, Assistant Deputy Director, Engineering	(916) 739-7928
Kathy Saito, Deputy Director, Engineering	(916) 464-3961

Service Offering Objectives

System Availability

The DTS defines system availability as the ability of a customer to access their web system and site, and use all the functions of their web design. System availability is divided into the following five categories: Prime Shift, Off Shift, Scheduled Maintenance, Quarterly Extended Maintenance, and Emergency Maintenance.

Prime Shift

Prime shift hours are from 8:00 AM to 5:00 PM, Monday through Friday (excluding state holidays). The DTS has established a target system availability of 99% during this timeframe.

Off Shift

Off Shift hours are considered less critical hours of operations and are from 5:00 PM to 8:00 AM, Monday through Friday and all hours on weekends and state holidays. The DTS has established a target system availability of 95% during this timeframe.

Scheduled Maintenance

Scheduled maintenance is between the hours of 12:00 AM on Sunday, and 2:00 AM on Monday and is reserved for maintenance activities to maintain optimal functioning of the DTS Internet Services. During this period, system interruptions and unavailability may occur.

Quarterly Extended Maintenance

Extended preventative maintenance occurs at the DTS on a quarterly basis. During this period, maintenance will occur when maintenance activities cannot be accommodated within the normal scheduled timeframes. Customers are notified when extended maintenance will occur through the DTS Change Management Request (CMR) process.

Emergency Maintenance

Emergency maintenance occurs when critical system maintenance must be implemented. Customers are notified when an emergency maintenance situation must be implemented.

Problem Tracking and Resolution

The DTS Service Desk provides customers with a single point of contact that accepts, records, and manages reported incidents and problems. In the event of a incident/problem, the Service Desk opens an incident ticket and contacts the appropriate DTS support staff. The tracking system details any action taken and provides status updates. The Service Desk tracks the problem until a resolution is reached.

Data Backup and Disaster Recovery

The DTS provides the necessary system backups for web hosting environments in order to guarantee both the integrity of the customer's data, as well as DTS's ability to recover data as needed.

Recovery from Deletion

The DTS performs system backups to guarantee data integrity. The DTS also provides enough disk space to preserve a minimum of 31 days of full system backups. In addition, the DTS is responsible for monitoring system backup logs to ensure that all backups are successfully completed. If a system backup fails, the DTS identifies and corrects the problem to ensure the system(s) is properly backed up.

The DTS is responsible for managing and reporting on the following system backup activities:

- Manage backup and file rotation; tapes are scratched after 31 days.
- Backing up servers prior to any system maintenance procedure for which there is a potential for data loss.

Restore Request Process

- The requestor must obtain authorization from their department's approving authority.
- Once authorization is received, the requestor contacts their department's help desk to open a help desk ticket. If no departmental help desk function exists, the requestor contacts the DTS Service Desk directly at 739-7640 to open a ticket.
- The customer help desk forwards the ticket to the DTS Service Desk (if applicable).
- The ticket is assigned to the DTS Internet Services Unit.
- If the requested data is onsite at the DTS, DTS staff restores the requested data.

- If the requested data is not onsite, the data is requested from off site storage through DTS Operations. Once the data is receive and restored, the ticket is updated and returned to the Service Desk for customer notification and is closed within five days.

Operational Recovery

The DTS responds to system failures during prime shift in less than four business hours. During the off shift, the DTS recovers service from system failures in less than 12 business hours. If the DTS has experienced a catastrophic disaster, i.e., destruction of all or part of the DTS, then recovery timeframes are reported to the customer as soon as an estimate is available.

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Reporting Requirements

Monthly Reports

Standard statistical reports are available for customers who are subscribing to hosting services for our standard monthly fee. A one time set up fee, at the Internet Design and Development hourly rate is charged for this reporting service. Customized reports are available and are developed for the customer at our hourly Internet Design and Development rate.

Standard statistical reports include the following:

- Resources accessed;
- Site visitors and demographics;
- Site activity statistics;
- Technical statistics;
- Site referrers & keywords;
- Site visitors, browsers & operating systems platforms.

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Pricing

Shared Web Hosting Service:

A one time charge is incurred for initial configuration, setup and any additional Design and Development activities. Additional storage and data transfer charges are incurred at incremental levels (see tables below).

Storage (MB)		Data Transfer (GB)	Price/mo	Setup/hr
Base Price:	250	10	\$193.00	NA

*The total setup charge is based upon the time required to complete initial configuration, setup, and any necessary design and development activities. The DTS can provide a quote for the setup charge after analysis of your proposed web hosting project.

Additional Storage (MB):	Price/mo.
250 – 500	\$97.00
500 – 1 GB	\$194.00
1.0 – 1.25 GB	\$387.00
1.25 – 1.50 GB	\$484.00

Additional Data Transfer (GB):	Price/mo.
10 – 25 GB	\$194.00
25 – 50 GB	\$387.00
50 – 100 GB	\$580.00
100 + GB	Upgrade service to Assigned Web Hosting

Shared SQL Hosting Service:

The standard unit of measurement is one instance of an SQL database. One time charges are incurred for initial configuration, setup and any additional Design and Development activities.

	Price/mo.	Setup/hr.*
SQL Database instance	\$127.00	\$150

*The total setup charge is based upon the time required to complete initial configuration, setup, and any necessary design and development activities. The DTS can provide a quote for the setup charge after analysis of your proposed web hosting project.

Assigned Internet Web Hosting Service:

The standard unit of measurement is one web server. A one time charge is incurred for initial configuration, setup and any additional Design and Development activities.

	Price/mo.	Setup/hr.*
Standard Web Server:	\$2,056.00	\$150

*The total setup charge is based upon the time required to complete initial configuration, setup, and any necessary design and development activities. The DTS can provide a quote for the setup charge after analysis of your proposed web hosting project.

ListServ Internet Mail Distribution Service:

The standard unit of measurement is one list. Each list owner has the ability to control when a distribution occurs and has the ability to control subscriptions to the mailing list.

	Price/mo.	Setup
Per List:	\$157.00	NA

VeriSign Digital Certificates:

The unit of cost is one digital certificate. Installation and configuration charges are charged at DTS's standard Internet Design and Development fee.

	Price/yr.	Install & Configure
Cost of certificate	\$250	\$150/hr

Internet Design and Development:

Internet design and development charges are marked at an hourly rate.

	Price/hr.
Consulting rate:	\$150.00

SecureTransport:

SecureTransport charges are user accounts per month, with additional charges for each GB or fractional amount over the base rate.

One Time Fee	
Windows Client Option:	\$255.00

	Price/mo.
Per Account:	\$55.53

Additional Charges if Over the Transfer Limit	
1-2 GB	\$111.06
2-3 GB	\$166.59
3-4 GB	\$222.12

*Note: Data Transfer limited to 10 MB between 8 am – 5 pm Monday – Friday.

WebSphere:

The rate is measured by application not server and the rate is based on three applications per server. If a customer prefers to have an assigned server, the cost is the application rate multiplied by three. The Test rate is based on six applications per server. If a customer prefers an assigned server, the cost is the application rate multiplied by six. Customers should consult with the DTS Internet Services Unit to determine the size of server that they require to adequately run their application(s).

Production WebSphere Application Server Service	
Server Size	Rate
Category 1	\$1,108.43
Category 2	\$1,160.15
Category 3	\$1,195.54
Category 4	\$1,435.75

WebSphere: (continued)

Test WebSphere Application Server Service	
Server Size	Rate
Category 1	\$512.68
Category 2	\$580.07
Category 3	\$597.21
Category 4	\$717.88

Pricing Worksheet:

Shared Hosting Service						
Storage (MB)		Data Transfer (GB)	Price/mo	Setup/hr	Hours	Total
BASE PRICE:	250	10	\$193.00	\$150		
*Additional Storage Charges (MB)						
250 - 500			\$97.00	-	-	
500 – 1 GB			\$194.00	-	-	
1.0 – 1.25 GB			\$387.00	-	-	
1.25 - 1.50 GB			\$484.00	-	-	
*Additional Utilization Charges (GB)						
10 – 25 GB			\$194.00	-	-	
25 - 50 GB			\$387.00	-	-	
50 – 100 GB			\$580.00	-	-	
100+ GB			Upgrade service to Assigned Web Hosting			
		Price/mo	Setup/hr	Hours	Total	
SQL Database instance		\$127.00	\$150			
Standard Web Server		\$2,056.00	\$150			
ListServ Per List		\$157.00	n/a			
Cost of Certificate		\$250.00 Price/yr	\$150			
Design and Development		\$150.00 Price/hr	\$150			
SecureTransport		\$55.53 Price/mo				
Windows Client Option		\$255.00				
*Additional Charges if over transfer limit			1-2 GB	\$111.06		
			2-3 GB	\$166.59		
			3-4 GB	\$222.12		
Production WebSphere Application Server Service						
Server Size		Rate				
Category 1		\$1108.43				
Category 2		\$1160.15				
Category 3		\$1195.54				
Category 4		\$1435.75				
Test WebSphere Application Server Service						
Server Size		Rate				
Category 1		\$512.68				
Category 2		\$580.07				
Category 3		\$597.21				
Category 4		\$717.88				
TOTAL COST:						

*Additional charges will incur for storage and utilization if the base allotment of 250 MB of storage and 10GB of data transfer are exceeded.

Termination of the Service Offering

Both the DTS and the customer agree to deal in good faith with one another, and to attempt problem resolution at the lowest appropriate level. Either party reserves the right to terminate the contract for this service offering if economic studies indicate there are lower cost alternatives, if the costs are determined to be unreasonable or unnecessary, if funding is not available, or if the service consistently fails to meet the service objectives listed in the service offering documentation.

A written termination notice is required 90 days in advance of the proposed termination date. The DTS cannot be held liable for liquidated damages for breach of the service level objectives contained within the service offering documentation.

Upon termination or other expiration of this service offering, each party will take all reasonable actions to assist the other party in the orderly termination and transition process. This is to include, but not limited to, transfer of all assets, tangible and intangible, as may facilitate the orderly, non-disrupted business continuation of each party. In the event that the customer terminates the contract for service offering, the customer will pay the DTS forthwith for all work performed up to the date of termination and for any expense incurred by the DTS directly attributable to providing and terminating the service offering.

Appendix A

Definition Statements

Assigned Hosting:

Assigned hosting is the business of hosting web sites and applications on a dedicated server for customers. The customer has the option of leasing a web server from the DTS for their specific web hosting business needs.

Assigned SQL Hosting:

Assigned SQL hosting is a service where only one customer uses a server resource to host one or more of their own databases.

Base Storage

Base storage is the amount of disk storage included in the base price of a service.

Data transfer

Data transfer is the amount of data transferred to and from a site or application.

DNS registration

Domain Name Server registration is the registering of a web site name in a directory that allows for users to locate the site.

Domain

A domain is the name provided to locate a web site on the Internet.

Gigabyte (GB)

A gigabyte is a unit of measurement for computer storage capacity equal to approximately one billion bytes.

Internet Information Services (IIS)

Internet Information Services is the Microsoft software used on web servers to render and serve up web pages and applications to users that request them.

IP address

An Internet Protocol (IP) address is an identifier for a computer on a TCP/IP network.

ListServ:

ListServ is L-soft International's software application for e-mail distribution services.

Megabyte (MB)

A megabyte is a unit of measurement of computer storage equal to approximately one million bytes.

Web Hosting:

Web hosting is the business of housing, serving, and maintaining information for one or more web sites.

Shared Web Hosting:

Shared web hosting is a service where multiple customers share the same web server environment for their web hosting business needs.

Shared SQL Hosting:

Shared SQL hosting is a service where multiple customers share the same server resource, each with their own instance of a SQL database.

SQL Database

An SQL (often pronounced "SeeKwall") database is a Microsoft database that supports Structured Query Language (SQL)

Appendix B

Help Desk Severity Code Definitions

The matrix shown below contains the definitions of trouble ticket severity codes and the required response times for accepting trouble tickets and providing customer feedback on the problem resolution. Severity levels are assigned by the DTS Service Desk at the time a trouble ticket is reported.

Severity Level	Impact/Description	Resolution
Severity One	Severe impact to DTS site. For example: <ul style="list-style-type: none">• Network-wide outage• Server outage• Workstation outage with no other workstations available	<ul style="list-style-type: none">• The Service Desk opens or accepts ticket within 15 minutes• A technician responds to dispatch within 15 minutes and gives an estimated time of arrival (ETA) and incident/problem description to the Service Desk within one hour. The Service Desk updates the ticket. Technicians continue to provide verbal updates to the Service Desk every 60 minutes.• The Service Desk notifies the customer of ticket status every hour via phone or other negotiated means. Technicians update the ticket within one business day of incident/problem resolution.
Severity Two	Operations continuing but greatly degraded; multiple users affected. For example: <ul style="list-style-type: none">• Degradation of mission critical application• Intermittent network problem• Intermittent file server problem	<ul style="list-style-type: none">• The Service Desk opens the ticket within 30 minutes.• A technician responds to dispatch within 15 minutes and gives an ETA and incident/problem description to the Service Desk within one hour. Technicians continue to provide verbal updates to the Service Desk daily.• The Service Desk notifies the customer of ticket status daily. Technicians update the ticket within one business day of incident/problem resolution.
Severity Three	Operations affected less than once a week; single user affected, For example: <ul style="list-style-type: none">• Incidents/problems that degrade but do not prevent accessibility/usability	<ul style="list-style-type: none">• The Service Desk opens a ticket within one hour.• A technician responds to dispatch within 15 minutes and gives ETA and incident/problem description to the Service Desk within one day. The technician continues to provide verbal

	<ul style="list-style-type: none"> • Workstation outage with other workstations available • Degradation of non-critical application 	<p>updates to the Service Desk daily.</p> <ul style="list-style-type: none"> • The technician updates the ticket within one business day of incident/problem resolution.
Severity Four	<p>Minimal impact to operations, For example:</p> <ul style="list-style-type: none"> • Incident/problem with low impact to user • Scheduled outage 	<ul style="list-style-type: none"> • The Service Desk opens a ticket within two hours. • A technician responds to dispatch within 15 minutes and gives an ETA and incident/problem description to the Service Desk within one day. The technician continues to provide verbal updates to the CCN every other day • The Service Desk notifies the customer of ticket status weekly. The technician updates the ticket within one business day of incident/problem resolution.